



ALL DAY, EVERY DAY



2004 SERVICE HIGHLIGHTS

EXCELLENCE IN SERVICE – DAY IN AND DAY OUT

FROM SUNUP TO SUNDOWN AND THROUGHOUT THE NIGHT, THE CITY OF Bloomington’s dedicated professionals provide services that protect the public, meet diverse needs and enhance the quality of life in our community.

SAFE AND FUNCTIONAL STREETS FOR EVERY SEASON MANAGEMENT PROGRAM PROLONGS PAVEMENT LIFE, REDUCES COSTS

The City has a successful program in place for maintaining the life of Bloomington’s streets. The Pavement Management Program (PMP) identifies, inventories and tracks street condition to ensure that the appropriate maintenance is done at the appropriate time. The results are prolonged pavement life and reduced overall costs to property owners.

Many City streets were installed more than 50 years ago during

Bloomington’s population and building expansion. The PMP was initiated to keep an already good maintenance program rolling for Bloomington’s aging streets. In 1992, it was predicted that if no program were adopted, more than 45 percent of streets would fall into the problem category by 2012. Since the program began more than 13 years ago, less than 5 percent of streets are in the problem category.



The Pavement Management Program increases a street’s lifespan by using preventative maintenance to delay costly reconstruction. If we continue to fund the program, the additional cost to overlay streets over the next 20 years would be \$34 million. If we let the streets decline into the problem category, a total reconstruction would be necessary at a cost of more than \$50 million.

Mayor Gene Winstead

CURRENT INFORMATION ROUND-THE-CLOCK EXPANDED ONLINE SERVICES SAVE CUSTOMER AND STAFF TIME

Expansion of City services online has increased efficiency and improved service by saving customer and staff time, and by making more information available to users anytime – day or night.

Want to know regulations for building a garage or installing a deck or pool? Bloomington has one of the metropolitan area’s most extensive lists of state code-driven handouts available online. Information sheets and handouts are popular on the City’s Web site –

8,900 people looked at 184,512 pages last year. The information is up-to-date and many of the handouts contain easily understood illustrations and examples.

In 2004, residents and contractors could also determine the status of their building permits online by entering a valid permit number for a status report from the previous business day. To date, this new service has been used 2,375 times.

For information, visit the City’s Web site at www.ci.bloomington.mn.us, keywords: Handouts or Permit status.



Permits are a good revenue source for the City. In 2004, 12,344 building permits were issued, totaling almost \$2.8 million in fees paid to the City. We look to see how we can improve service to our users. Calls for this kind of information have dropped dramatically since we put the information online.

Building and Inspection Program Coordinator
Sandy Harvey

NEW TO THE WEB IN 2004

The City’s Web site now lists special assessments adopted by the City Council, a downloadable pet-license form and up-to-date information on properties and projects in Bloomington including development, street construction, street sweeping and utility work.

Bloomington is a national award winner for outstanding participation in National Night Out with more than 313 registered neighborhood parties and was recognized as the eighth best in the nation among cities with populations from 50,000 to 99,999.



HEALTH AND SAFETY UPDATES IN AN EMERGENCY ENHANCING COMMUNICATION AND IMPROVING RESPONSE

Excellent communication is critical to an effective emergency response. If an infectious disease outbreak or bioterrorism incident were to occur in the Twin Cities metropolitan area, state and local public health professionals would need the ability to quickly and efficiently distribute information to protect the public.

In August 2004, Health Alert Network’s (HAN) round-the-clock fax, phone and e-mail information exchange between Bloomington Public Health and other public health agencies, law

enforcement and community partners was enhanced. The updated network includes 82 medical clinics, 14 veterinary clinics and an expanded database of hospitals, pharmacies, nursing homes, assisted-care providers, residential-living facilities, parish and school nurses, and other licensed providers.

In the event of a health outbreak or emergency, the Minnesota Department of Health uses HAN to distribute information quickly to local health departments. Bloomington Public Health relays relevant and time-sensitive alerts

to health professionals and other public safety providers in Bloomington, Edina and Richfield. Funding for HAN is provided by the Centers for Disease Control and Prevention.



Rapid communication helps us identify public health trends earlier, which could mean the difference between disease control and thousands being infected.

Public Health Emergency Preparedness Coordinator
Denise Dunn